

# One Moment Please/Un Momento Por Favor

## Office Of Cultural Competence and Ethnic Services

### Course Instructor: OCCES Staff

#### One (1) Training Opportunity:

**When:** November 28, 2016

**Where:** Victor Valley Behavioral Health  
12625 Hesperia Road  
Victorville, CA 92395

**Time:** 3:00 p.m.—4:00 p.m.

#### Objective:

- Participants will receive and practice the two approved department phrases when answering calls from monolingual Spanish speaking callers.
- Participants will learn where to access Translation/Interpretation Policies and Procedures.
- Participants will receive a list of approved DBH Translation/Interpretation vendors and how to contact them (DBH staff only).
- Participants will learn about the County's threshold language.

**Note: This course qualifies for 1.0 DBH Cultural Competence Training Hours.**

**Who Should Attend? All DBH Support Staff & Contract Agencies.**

#### To Register:

Log onto Relias Learning <http://dbh.training.reliaslearning.com>. For assistance, please call (800) 722-9866. Outside Partners please email: [Cultural\\_Competency@dbh.sbcounty.gov](mailto:Cultural_Competency@dbh.sbcounty.gov)

For questions, interpretation services or requests for disability-related accommodations, please contact George Hogan at (909) 388-0883 or via email at [ghogan@dbh.sbcounty.gov](mailto:ghogan@dbh.sbcounty.gov) or 7-1-1 for TTY users.

Please request accommodations at least 7 business days prior to the training



Behavioral Health

[www.SBCounty.gov/dbh](http://www.SBCounty.gov/dbh)



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